

JOB DESCRIPTION

Post Title: Family Hub Community Support Worker	Director/Service/Sector: Children, Young People & Education/ Children's Social Care, Young People and Families		Office Use
Grade: 4	Workplace: Various locations throughout the County, primarily in locality Family Hubs (negotiated at time of interview)		JE ref: 4413 HRMS ref:
Responsible to: Family Hub Infant Feeding Coordinator	Date: March 2024	Manager Lever: N/A	
Job Purpose: <ul style="list-style-type: none"> • To reduce inequalities and poverty through promotion of the Healthy Start Scheme and supporting access to other entitlements. • To support women & their families to meet their breastfeeding goals, in line with UNICEF Baby Friendly guidance • To work alongside the midwifery service to meet the needs of the mother, baby and their family 			
Resources	Staff	N/A	
	Finance	N/A	
	Physical	Own transport	
	Clients	Families, Partners, stakeholders.	
Duties and key result areas:			
Responsibilities: <ul style="list-style-type: none"> • Promote the Healthy Start scheme, supporting parents to sign up, if eligible and any other entitlements, based on health & population inequalities. • Offer breastfeeding/infant feeding support within the home and/or over the phone in the immediate postnatal period to facilitate continuation of breastfeeding • To work alongside Northumbria Health Care Trust's midwifery service and 0-19 Growing Healthy Infant Feeding team to provide a cohesive service 			
Key Duties: <ul style="list-style-type: none"> • To undertake one to one home visits with families following Midwifery's Primary visit • Assist women and their families with responsive infant feeding advice and education, in line with baby friendly principles. This will include maintaining comprehensive and contemporary knowledge around infant feeding, including understanding safety and risk issues and being aware of when to refer appropriately • Making initial contact to parents who have just had a baby to offer early interventions and support • Play a key role in promoting, protecting and supporting breastfeeding complying with Baby Friendly practice standards • Support individuals to make informed choices about their health and wellbeing and support them in initiating and sustaining Breastfeeding • Advising families of the support available to them through health services, Family Hubs and wider organisations (such as National Breastfeeding Helpline) • Work under the supervision of the family's midwife and liaise with relevant health professionals to ensure the family receives consistent care. • Providing personalised care depending on individual circumstance and adapting to meet a woman's needs. • Offering guidance to families about responsive feeding, feeding behaviours, normal newborn behaviours, safe sleep and the benefits of breastfeeding • To discuss building loving relationships with their baby, with parents • Produce accurate written records of activities and work undertaken • The ability to communicate with people from the local community and from a variety of backgrounds where there may be barriers understanding • To maintain health and safety standards in line with good practice and Northumberland County Council's own in-house policies including carrying out daily risk assessments. • Participate in the identification of personal training and development needs and to make full use of training and development opportunities. 			

- As part of the pilot for this new role, the successful candidate will be expected to participate in the monitoring and evaluation of the impact the service has on families using a range of participative techniques. This will include collecting user feedback.

Other:

- At all times to carry out duties in accordance with Northumberland County Council's Equal Opportunities Policy and within the spirit of Anti-Discriminatory practices

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Able to meet the transport requirements of this post. Candidate will need to travel to visit homes, Family Hubs, hospitals, and clinics. Therefore, a driving licence is required.
Working patterns:	Able to work flexible hours as necessary, this may include evenings and weekends.
Working conditions:	Lone working involved

PERSON SPECIFICATION

Post Title: Family Hub Community Support Worker	Director/Service/Sector: Children, Young People & Education/ Children's Social Care, Young People and Families	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • Level 3 qualification in relevant subject or equivalent experience • Good level of basic education, including GCSE or equivalent in Maths and English 	<ul style="list-style-type: none"> • UNICEF Baby Friendly Initiative training • Knowledge & understanding of the benefits of breastfeeding and the barriers • First Aid • Safeguarding children & vulnerable babies 	
Experience		
<ul style="list-style-type: none"> • Experience of offering support to families • Experience of working in partnership with parents, carers and other agencies 	<ul style="list-style-type: none"> • Experience of offering breastfeeding support in the early postnatal period • Experience of working in a community setting • Knowledge and / or experience of breastfeeding 	
Skills and competencies		
<ul style="list-style-type: none"> • Excellent interpersonal and communication skills (verbal and written) • Be supportive and encouraging to people offering advice and support in a non-judgemental manner • Good listening skills • Be respectful and value people from a wide range of backgrounds. • Experience in using I.T. • Ability to work flexibly to suit the needs of the service and client • Ability to manage own workload and work under own initiative • Ability to keep records • Ability to work alone and as part of a team 	<ul style="list-style-type: none"> • Experience of working with diverse communities and groups • Ability to work with families and children 	
Physical, mental and emotional demands		

<ul style="list-style-type: none"> • Commitment to and ability to work in partnership with families • Have a flexible approach to work • A commitment to undertake further training • Commitment to all aspects of equal opportunities including commitment to anti-discriminatory practice • Commitment to improving outcomes for children and their families • Commitment to identify babies who are suffering or likely to suffer significant harm and take appropriate action with the aim of making sure they are kept safe • Commitment to the vision and principles of Family Hubs • Physically capable of discharging the full duties of the post 		
Other		
<ul style="list-style-type: none"> • Hold a full, valid, UK driving licence and have access to a car to use for business purposes 	<ul style="list-style-type: none"> • Enhanced clearance from the Disclosure and Barring service 	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits